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Medicaid Reports Demonstrate Key Program Improvements

(Des Moines, Iowa) – The Iowa Department of Human Services (DHS) has published the [Managed Care Annual Performance Report](#) for state fiscal year 2018 (SFY18). This annual report includes key descriptors and measures that provide information about the operations of the IA Health Link managed care program.

The annual report shows a significant improvement for both members and providers. Escalated member issues have decreased by 50% since SFY17. Escalated provider issues have decreased by 81% since SFY17. This reflects an improved member experience and that providers are being paid more timely.

With a maturing managed care program—though there's more work to do—we're now seeing improved outcomes. The annual report demonstrates a clear trend in the decline of non-emergent emergency department use. "This is significant. This means Iowans are getting the right care, in the right setting and that they will live healthier lives. This also means we're moving in the right direction in terms of creating a more sustainable program, that will be here long-term for Iowans relying on Medicaid," said Director Jerry Foxhoven.

The [Managed Care Quarterly Report for Quarter 1 of SFY19](#) has also been published. This report features a variety of new metrics based on stakeholder feedback. These metrics include data on the average number of days to process claims. In this most recent quarter medical claims were paid within 6 to 9 days. "Over the past year I've been working closely with providers to address their concerns. Ensuring timely payment is a top priority, and I'm glad to see we're making progress," said Medicaid Director Michael Randol.

The Department will continue to listen to members, providers and stakeholders to identify opportunities for improvement. The Department remains focused on ensuring members get the services they need and on the long-term sustainability of the program.

For more information
Matt Highland
mhighla@dhs.state.ia.us
515-281-4848

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